

## INTERAGENCY POST EMPLOYEE POSITION DESCRIPTION

Prepare according to instructions given in Foreign Service National Handbook, Chapter 4 (3 FAH-2)

<b>1. POST</b> Kampala	<b>2. AGENCY</b> State	<b>3a. POSITION NO.</b> 97001132
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**3b. SUBJECT TO IDENTICAL POSITIONS? AGENCIES MAY SHOW THE NUMBER OF SUCH POSITIONS AUTHORIZED AND/OR ESTABLISHED AFTER THE "YES" BLOCK.**    ☒ Yes    3    ☐ No

**4. REASON FOR SUBMISSION**

☐ a. Reclassification of duties: This position replaces

Position No. \_\_\_\_\_, \_\_\_\_\_ (Title) \_\_\_\_\_ (Series) \_\_\_\_\_ (Grade)

☐ b. New Position

☒ c. Other (explain)    Reprograming Existing Position

5. CLASSIFICATION ACTION	Position Title and Series Code	Grade	Initials	Date (mm-dd-yy)
a. Post Classification Authority				
b. Other	Administrative Assistant	FSN6/ FP8	AFRC: kmt	8/13/2019
c. Proposed by Initiating Office	Assistant CLO	FP-7		

**6. POST TITLE POSITION (if different from official title)**  
Assistant CLO

**7. NAME OF EMPLOYEE**

**8. OFFICE/SECTION**  
Management Section

a. First Subdivision  
Community Liaison Office

b. Second Subdivision

c. Third Subdivision

**9. This is a complete and accurate description of the duties and responsibilities of my position.**

**10. This is a complete and accurate description of the duties and responsibilities of this position.**

\_\_\_\_\_  
Typed Name and Signature of Employee      Date(mm-dd-yy)

\_\_\_\_\_  
Typed Name and Signature of Supervisor      Date(mm-dd-yy)

**11. This is a complete and accurate description of the duties and responsibilities of this position. There is a valid management need for this position.**

**12. I have satisfied myself that this is an accurate description of this position, and I certify that it has been classified in accordance with appropriate 3 FAH-2 standards.**

\_\_\_\_\_  
Typed Name and Signature of Section Chief or Agency Head      Date(mm-dd-yy)

\_\_\_\_\_  
Typed Name and Signature of Human Resources Officer      Date(mm-dd-yy)

### 13. BASIC FUNCTION OF POSITION

The Community Liaison Office is a mandatory ICASS package and as such serves all participating USG agencies at post. The CLO is a rated ICASS service provider whose base constituency includes all direct-hire employees, eligible family members and members of household. In addition, the CLO program regularly provides services to TDYers, Contractors, and Locally employed staff.

The Assistant Community Liaison Office (Assistant CLO) assists the CLO Coordinator in the day-to-day operations, development and management of post programs to maintain high morale in community members. The

Assistant CLO identifies needs within the post community and responds with effective programming, information resources and referrals. The incumbent works under the loose supervision of the CLO Coordinator and is expected to interact independently with CLO clientele and resources throughout Kampala.

#### **14. MAJOR DUTIES AND RESPONSIBILITIES**

**100% OF TIME**

The Assistant CLO provides support and guidance to clients on quality of life issues under the broad portfolio of the eight facets of CLO responsibilities. The specific responsibilities of the Assistant CLO position include:

1. **Welcoming and Orientation (10% of Time):** Provide welcome information to new personnel and families, coordinate sponsorship program and post orientation activities. Coordinate Departure/Re-Entry workshops for employees and their family members.
2. **Events Planning (20% of Time):** Develop social, cultural and recreational programs designed to meet the needs of all segments of the mission community and to enhance post morale. Facilitate morale-enhancing seminars and workshops organized by other groups or individuals at post.
3. **Information and Resource Management (10% of Time):** Maintain an information center for the mission community. Provide information on post to Family Liaison Office (FLO) and the Overseas Briefing Center (OBC).
4. **Family Member Employment (10% of Time):** Provide family members with information on employment options inside and outside the mission. Network with potential local economy employers and Global Employment Advisor. Educate family members on EEFM employment programs.
5. **Community Liaison (20% of Time):** Establish and maintain effective working relationship with all agencies and sections of the Mission. Serve as community representative on Mission committee (IAHB, EAC and PEC). Establish and maintain liaison with community organizations and local resources that can benefit members of the post community.
6. **Crisis Management & Security Liaison (10% of Time):** Work with the RSO to keep the community informed of security issues. Serve on the Emergency Action Committee (EAC) and provide community support during crises. Provide and explain evacuation regulations and allowance to community members. Provide departure and safe haven information to FLO during an evacuation. Hold crisis-aftermath sessions and work with post management to rebuild the community.
7. **Guidance and Referral (10% of Time):** Provide confidential support to individuals and groups within the community. Identify community resources, listen to community members' concerns and make appropriate referrals. Represent community concerns to management as necessary. The incumbent uses tact, sensitivity, and judgment when dealing with CLO customers, being alert to situations requiring confidentiality or reference to his/her supervisors.
8. **Education Liaison (10% of Time):** Facilitate programs that support students and youth at post. Maintain contact with schools used by post families. Provide information and resources on educational options available to employees and family members.

In order to successfully address all areas of responsibilities, the incumbent must be/become familiar with and be able to apply post policies, Family Liaison Office programs and policies, U.S. Department of State policies, as well as host-country laws and practices.

In the event that the CLO Coordinator position is vacant the Assistant CLO will assume leadership of the Community Liaison Office, to the extent his/her security clearance permits.

**Note: This position description in no way states or implies that these are the only duties to be performed by the incumbent. Incumbent will be required to perform other duties as assigned by the**

agency.

#### **15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE**

- a. **Education:** High school diploma required
- b. **Prior Work Experience:** 3 years of office or professional work experience
- c. **Post Entry Training:** Orientation by CLO Coordinator, FSI PA 490 Introduction to the Community Liaison Office (CLO) Responsibilities (on-line), and Regional CLO Training (1 week).
- d. **Language Proficiency:** English Level 3 (Good working knowledge, speaking, reading, and writing) is required.
- e. **Job Knowledge:** Must have working knowledge of event planning and local recreational facilities. Familiarity with American social, cultural events, customs and practices are important. Good working knowledge of Microsoft Office tools and the Internet for research, and graphic programs such as Photoshop and Microsoft Publisher.
- f. **Skills and Abilities:** Applying excellent interpersonal relationship skills; establishing priorities and organizing a large amount of varied information; exercising tact in dealing with the public; and drafting correspondence in precise and correct English are required skills for this position.

#### **16. POSITION ELEMENTS**

- a. **Supervision Received:** From CLO Coordinator.
- b. **Supervision Exercised:** None.
- c. **Available Guidelines:** Department of State FLO website and Embassy Dakar instructions
- d. **Exercise of Judgment:** Ability to initiate, plan and implement ideas that involve participation of the community
- e. **Authority to Make Commitments:** None
- f. **Nature, Level, and Purpose of Contacts:** All American and LES personnel at post to solicit their input in various CLO activities; Counterparts in Embassy, other Consulates and diplomatic missions in Dakar; Schools attended by EFMs; NGOs; Current and potential household staff; Travel Agents, Hotels, Retail Outlets, Restaurants and other similar organizations to arrange recreational travel and events.
- g. **Time Expected to Reach Full Performance Level:** Six months